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Patent Application Transmittal

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IBM Docket No. ROC920010049US1

Patent Application
Assistant Commissioner for Patents
Washington, D.C. 20231

U.S. PTO
09/866231
05/25/01

Sir:

Transmitted herewith for filing is the Patent Application of:

Date: May 25, 2001

Inventor(s): Donald Ray Gillis and Gordon James Smith
For: SYSTEM AND METHOD FOR COMMUNICATING WITH CUSTOMERS

Enclosed are:

- ☒ Specification, claims and abstract, totaling 19 pages.
- ☒ Drawings totaling 2 pages, ☒ Formal ☐ Informal.
- ☒ Declaration and Power of Attorney, totaling 2 pages.
- ☒ Assignment
- ☒ Recordation Form Cover Sheet
- ☒ Return Receipt Postcard

FEE CALCULATION					
Fee Items	Claims Filed	Included With Basic Fee	Extra Claims	Fee Rate	Total
Total Claims	35	-20=	15	X\$18.00	\$270.00
Independent Claims	7	-3=	4	X\$80.00	\$320.00
Basic Filing Fee				\$710.00	\$710.00
TOTAL FEES					\$1300.00

- ☒ The Commissioner is hereby authorized to charge \$1300.00 to IBM Corporate Deposit Account No. 09-0465.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to IBM Corporate Deposit Account No. 09-0465. A duplicate copy of this transmittal is enclosed.
- ☒ Any additional filing fees required under 37 C.F.R. 1.16
- ☒ Any patent application processing fees under 37 C.F.R. 1.17
- ☒ Please address all future correspondence to: **Dugan & Dugan, L.L.P.**
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CERTIFICATE OF MAILING UNDER 37 CFR 1.10

I hereby certify that, on the date shown below, this correspondence is being deposited with the United States Postal Service in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231 as "Express Mail Post Office to Addressee" Mailing Label No. EK956321836US on May 25, 2001

Name of person mailing paper: Valerie G. Dugan

Valerie G. Dugan 5/25/01
Signature Date

Respectfully submitted,

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APPLICATION
FOR
UNITED STATES LETTERS PATENT

APPLICANTS' NAMES: DONALD RAY GILLIS
GORDON JAMES SMITH

TITLE: SYSTEM AND METHOD FOR
COMMUNICATING WITH CUSTOMERS

DOCKET NO.: ROC920010049US1

INTERNATIONAL BUSINESS MACHINES CORPORATION

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Name of person mailing papers: Valerie G. Dugan

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Signature

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